



Control Number: 49760



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**DOCKET NO. 49760**

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PUBLIC UTILITY COMMISSION  
712 N. GILBERT ST.  
DALLAS, TEXAS 75202

**APPLICATION OF SOUTHWESTERN §  
BELL TELEPHONE COMPANY DBA §  
AT&T TEXAS FOR ADMINISTRATIVE §  
APPROVAL TO PROVIDE NON- §  
EMERGENCY 311 SERVICE FOR §  
HARRIS COUNTY §**

**PUBLIC UTILITY COMMISSION**

**OF TEXAS**

**COMMISSION STAFF’S RECOMMENDATION ON FINAL DISPOSITION**

**COMES NOW** the Staff of the Public Utility Commission of Texas (Staff), representing the public interest, and files this response to Order No. 2, Staff’s Recommendation on Final Disposition. Staff recommends that the application be approved as filed. In support thereof, Staff shows the following:

**I. BACKGROUND**

On July 17, 2019, Southwestern Bell Telephone Company d/b/a AT&T Texas (AT&T Texas) filed an application with the Commission for approval to provide non-emergency 311 service for Harris County, pursuant to 16 Texas Administrative Code (TAC) § 26.127(e).

On August 20, 2019, the Commission administrative law judge issued Order No. 2, requiring Staff to file a recommendation on final disposition by September 9, 2019. Therefore, this pleading is timely filed.

**II. STAFF’S FINAL RECOMMENDATION**

Staff has reviewed the application, and as supported by the attached memorandum of Alicia Maloy of the Commission’s Infrastructure Division, Staff has determined that it meets all of the criteria established in 16 TAC § 26.127(e). Therefore, Staff recommends approval of the application.

**III. CONCLUSION**

For the reasons specified above, Staff respectfully recommends that AT&T Texas’ application to provide non-emergency 311 service for Harris County be approved.

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Date: September 9, 2019

Respectfully submitted,

**PUBLIC UTILITY COMMISSION OF TEXAS  
LEGAL DIVISION**

Margaret Uhlig Pemberton  
Division Director

Karen S. Hubbard  
Managing Attorney



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**CERTIFICATE OF SERVICE**

I certify that a copy of this document will be served on all parties of record on September 9, 2019, in accordance with 16 TAC § 22.74.



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Richard Nemer

# *Public Utility Commission of Texas*

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## **Memorandum**

To: Richard Nemer, Legal Division  
From: Alicia Maloy, Infrastructure Division  
Date: September 9, 2019  
Re: **Docket No. 49760:** *Application of Southwestern Bell Telephone Company dba AT&T Texas for Administrative Approval to Provide Non-Emergency 311 Service for Harris County – Staff’s final recommendation*

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### **Staff Final Recommendation**

On July 17, 2019, Southwestern Bell Telephone Company d/b/a AT&T Texas (AT&T Texas) filed its application for the administrative approval of non-emergency (NE) 311 service for Harris County, Texas (Harris County). AT&T’s application is filed pursuant to 16 Tex. Admin. Code (TAC) § 26.127(e). Notice of the application appeared in the August 2, 2019, issue of the *Texas Register*.

Harris County has chosen AT&T Texas as the NE311 carrier and agrees to subscribe to AT&T Texas’ rates contained in the AT&T Texas Guidebook for this service. Citizens will not be charged a fee on a per-call or per-basis for using the NE311 service. The target audience will be residents and visitors to Harris County, Texas. The sole purpose of the NE311 service will be for non-emergency calls requesting County-related information and services. Harris County operators are available seven days a week, 24 hours a day. In-house training will be conducted for employees handling NE311 calls. In addition, Harris County and AT&T Texas have taken steps to ensure the privacy of callers.

Harris County has plans for public outreach and education for the NE311 service using a variety of communication options to inform citizens of the NE311 service including local media, print, online, and social media. Harris County may coordinate with its County Commissioners and Harris County departments, such as the Budget Management Department, to spread information

about the NE311 service. Harris County is notifying the local cellular phone companies and requesting that they participate in this program and make the NE311 service available to their customers.

On August 20, 2019, the Commission administrative law judge issued Order No. 2, titled, *Addressing Sufficiency of Application and Notice; Establishing Procedural Schedule..* The procedural schedule requires that Commission Staff file its final recommendation by September 9, 2019. 16 TAC § 26.127(e) requires an application for NE311 service to meet specific criteria. Commission Staff has reviewed the application and determined that it meets all criteria established in 16 TAC § 26.127(e). In addition, no comments or motions to intervene have been filed.

Staff has reviewed the application and recommends that the application be approved.